

ACTIVE CASES
Analysis of April 2005 QA Results for Food Stamps

Sample Size: 88
(drops excluded)

Totals for April 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$14,803.00	12	\$ 1,042.00	7.1%	5.5%
MILWAUKEE	6,012.00	6	465.00	7.8%	6.4%
BAL- STATE	8,791.00	6	577.00	6.6%	4.9%

ERROR CAUSES BY TYPE

8- Agency Preventable Errors
1- Agency Error
1- Client Error
2- State Error- (CARES)
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OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 8 Agency Preventable Errors, three were in Milwaukee, one in Sokaogon Chippewa Tribal Agency, and one each in La Crosse, Portage, Outagamie, and Ozaukee Counties.

TYPES OF A.P.E. ERRORS (8):

Regular Earned Income (3):

2-failed to correctly calculate Earnings –one of which was when a SMRF received
1- failed to act on report that job ended

Self-Employment (2):

1- Calculation error-On SEIRFs, used zero net for months with higher expense than income. Agency should have entered both income and expenses so all the expenses offset all the income for the full period of months in the average.

1- Agency used self-declaration rather than tax forms for a business that had existed for several years. (No significant change had been reported).

Note- a third case, in which another element caused the larger error, also had failure to act on a SMRF-reported change in S.E. income.

Shelter Expense (2)

1-Agency budgeted incorrect rent: change done at time of SMRF, since one was logged on the date of change, but SMRF missing from record.

1-Agency failed to verify mortgage at time of application; left information in CARES from 2003.

No Application (1)

1- FS closed 10/31/04 for no SMRF. Customer submitted SMRF on 11/18/04, so worker reopened FS back to 11/1. State QC is then required to consider this case "out of certification", as a new application face-to-face was required. State QC is then required to use Comparison 1 in our findings, which resulted in \$32 error.

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TYPE OF AGENCY (NON-APE) ERRORS:

1- TFS: County incorrectly transferred case to a new county, and then realized error and transferred back in. Because that moves the review date forward it resulted in TFS being extended several months. Customer only TFS eligible for 5 months, after which they must reapply for regular FS.

TYPE OF CLIENT ERRORS (1):

Earned Income (1) : FS Group failed to report a job at application.

TYPE OF CARES ERRORS (2):

1- Case was in review pending verification. On 6/11/04 the verification was received and AQAE shows eligibility was run via batch. The case remained in review mode until October 5, 2004. Because of that, not SMRF was sent. Regulations require a SMRF be sent and processed. The changes/circumstances that should have been reported and acted on a SMRF at the time it should have been sent had to be used in the benefit determination by State QC.

1-TFS should have opened but didn't. W2 closed on case and TFS did not open.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?

Two of the errors was made at application, two at review, and four made at reported change (mostly on SMRF).

WHEN WERE THE CLIENT ERRORS MADE?

The one client error was reporting at time of application.

EFFECT OF SMRF PROCESS: As mentioned in some of the descriptions above, the SMRF process was involved in five cases. For some cases the information reported was processed wrong (such as earnings calculations) or it was ignored and not processed. In two cases a SMRF should have been issued by CARES but was not because the certification period was incorrectly extended.

TRENDS OR RECOMMENDATIONS:

The numbers of Agency Preventable Errors are climbing. Several of the errors involved were SMRF related. Two Self-employment errors occurred, which may suggest we should continue to consider changes or simplification of the budgeting policy.

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for April 2005 (including client errors):

LaCrosse County, \$181 Agency Preventable Error: Earned Income: The customer reported a loss of job, and the agency did correctly act timely on entering the change in

CARES, but the agency failed to supplement benefits for the next month, which is required since the verification was received within ten days of the reported change.

Milwaukee County, \$173 Agency Preventable Error: Self-Employment: At review the agency budgeted self-employment using a verbal declaration by the customer. The customer has been running the business for several years, and- thus according to FS Appendix 4.3.3.6.3, the business meets the requirements to use tax forms. The customer did not report a significant change in the concern from previous years and had tax forms available. The resulting correct budgeted monthly income was almost twice what the agency used.

Ozaukee County, \$108 Agency Preventable Error: Self-Employment: At review the agency budgeted self-employment incorrectly. Several months of the SEIRF's had more expense than income, and the agency merely entered zero income rather than entering each income and expense. The expenses of all the months should be subtracted from the income from all the months to determine the average. The error resulted in an under-issuance for several months' FS benefits.

Mbw 08/23/05